

Job Description

Adult Coordinator

ENGAGE AND CONNECT

The mission of the Engage and Connect Service is to provide an outcome focused service aimed at addressing the potential consequences of being a carer - such as social isolation and poor mental/physical health - while also providing a “soft” entry point for identification.

Guided by our values of **Focus, Inclusion, Respect,** and **Excellence,** the service will deliver peer support, wellbeing activities and a sense of community for carers of all ages.

KEY INFORMATION

Post:	Adult Coordinator
Pay Banding:	Band R: £30,107-£31,517
Hours & Location:	Astolat – with opportunity for hybrid working. Working hours within Engage and Connect service delivery hours. Flexibility will be required to meet the needs of carers and the evolving needs of the organisation (evening & weekend).
Responsible to:	Adults Delivery Manager

ROLE OVERVIEW

The Adult Coordinator is the Quadrant Lead for the 'Carers Engage and Connect' service, delivering a blended programme of in-person and online support for adult carers. The role involves leading community-based hubs, facilitating online sessions, and building a network of volunteer-led community activities. The coordinator will work

with the team to ensure all events are co-facilitated, creating a resilient and collaborative team that provides a consistent, reliable, and varied offer of support across Surrey.

KEY RESPONSIBILITIES

- Act as the lead for service delivery within an assigned quadrant.
- Plan and lead regular in-person 'Carers Engage and Connect Hubs' in your area, including weekday and weekend options.
- Take day-to-day responsibility for the monitoring of delivery venues; ensuring locations are accessible, safe, and appropriate for the specific needs of the carer group.
- Facilitate a range of sessions including informal drop-ins, structured peer support, training workshops, and wellbeing activities.
- Develop and coordinate a timetable of volunteer-led activities in the community (e.g., walking groups, book clubs, cinema trips).
- Work in partnership with the People & Culture team on the recruitment & induction of community volunteers.
- Lead the day-to-day support of community volunteers.
- Provide regular supervision and coaching to volunteers to ensure they feel valued and confident in their roles.
- Match volunteers to roles and activities that suit their skills and interests and monitor the quality and safety of volunteer-led groups.
- Drive local carer recruitment for Hubs and groups, building operational links with GP practices, libraries, and community centres.
- Implement outcome tracking within Hub sessions, ensuring carers are achieving personal goals (e.g., reduced isolation) rather than just attending.
- Travel to the other areas to co-facilitate and support their regular hubs when required.
- Take a rotating lead in facilitating the county-wide 'Carers' Connect Online' programme.
- Build strong relationships with carers and local partners in the community.
- Complete all necessary planning, administration, and record-keeping for sessions.
- Take responsibility and ownership of your area of work including your own training and development to make sure you can deliver excellence.
- Work across the organisation on projects and support organisation-wide events and activities.

PERSON SPECIFICATION – EXPERIENCE, KNOWLEDGE & SKILLS

Essential

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- Proven experience in planning and facilitating group activities and events for adults, both in-person and online.
- Experience working in a community-focused setting, ideally with vulnerable or isolated adults.

Knowledge

- A strong understanding of safeguarding principles and procedures, particularly in relation to adults at risk.
- Awareness of the challenges faced by unpaid carers and the importance of community support.

Skills

- Excellent facilitation and communication skills, with the ability to engage diverse adult groups.
- Strong organisational and time-management skills to manage a varied and mobile schedule.
- Confident and proficient use of online meeting platforms (e.g., Microsoft Teams).
- Ability to work collaboratively within a small, interdependent team.
- A proactive, empathetic, and community-focused approach to service delivery.
- A full UK driving licence and access to a vehicle for travel between hub locations.

Desirable

- Experience of working with or supervising volunteers.
- Background in community development, outreach, or similar roles.
- Experience working with unpaid carers or within the voluntary sector.
- A relevant qualification in training, facilitation, community work, or adult education